

Michigan Statewide Automated Child Welfare Information System (MiSACWIS) Status Report

(FY 2022 Appropriation Act - Public Act 87 of 2021)

November 1, 2021

Sec. 1903. (1) The department shall report to the senate and house appropriations subcommittees on the department budget, the senate and house fiscal agencies, the senate and house policy offices, and the state budget office by November 1 of the current fiscal year the status of an implementation plan regarding the appropriation in part 1 to modernize the MiSACWIS. The report shall include, but not be limited to, an update on the status of the settlement and efforts to bring the system in compliance with the settlement and other federal guidelines set forth by the United States Department of Health and Human Services Administration for Children and Families.

(2) The department shall report quarterly to the senate and house appropriations subcommittees on the department budget, the senate and house fiscal agencies, the senate and house policy offices, and the state budget office a status report on the planning, implementation, and operation, regardless of the current operational status, regarding the appropriation in part 1 to implement the MiSACWIS. The report shall provide details on the planning, implementation, and operation of the MiSACWIS, including, but not limited to, all of the following:

(a) Areas where implementation went as planned, and in each area including whether the implementation results in either enhanced user interface or portal access, conversion to new modules, or substantial operation improvement to the MiSACWIS.

(b) The number of known issues.

(c) The average number of help tickets submitted per day.

(d) Any additional overtime or other staffing costs to address known issues and volume of help tickets.

(e) Any contract revisions to address known issues and volume of help tickets.

(f) Other strategies undertaken to improve implementation, and for each strategy area including whether the implementation results in either enhanced user interface or portal access, conversion to new modules, or substantial operation improvement to the MiSACWIS.

(g) Progress developing cross-system trusted data exchange with the MiSACWIS.

(h) Progress in moving away from a statewide automated child welfare information system (SACWIS) to a comprehensive child welfare information system (CCWIS).

(i) Progress developing and implementing a program to monitor data quality.

(j) Progress developing and implementing custom integrated systems for private agencies.

(k) A list of all change orders, planned or in progress.

(l) The status of all change orders, planned or in progress.

(m) The estimated costs for all planned change orders.

(n) The estimated and actual costs for all change orders in progress.

Michigan Statewide Automated Child Welfare Information System (MiSACWIS) Status Report

(3) By July 1 of the current fiscal year, the department shall submit to the house and senate appropriations subcommittees on the department budget, the house and senate fiscal agencies, and the house and senate policy offices a report on the department's efforts and recommendations to develop and implement a simpler and more streamlined process for the annual renewal of the licenses for family foster care homes, and the development of a simpler and more efficient version of the application form for renewal of the licenses for family foster care homes.



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Federal Reporting

The MiSACWIS project continues to work closely with the Division of Continuous Quality Improvement (DCQI) and the Michigan Department of Technology, Management and Budget (DTMB) to capture required elements for the Adoption and Foster Care Analysis and Reporting System (AFCARS); the National Child Abuse and Neglect Data System (NCANDS); and the National Youth in Transition Database (NYTD) federal reports. The DTMB child welfare data warehouse federal reporting team continues to review and validate requirements to ensure accurate data quality and reporting. Enhancements continue to be made within the MiSACWIS application to ensure data is collected for these federal reporting requirements.

MDHHS was in compliance with the following federal reporting elements:

- 2020 – NCANDS.
- 2020B and 2021A – NYTD.
- 2020B and 2021A – AFCARS.
- Michigan completes Information System Reviews to confirm the accuracy of the AFCARS-related data entered/captured by field staff; the accuracy rate is 98% or higher.

Improvements Made to Capture AFCARS, NCANDS, and NYTD Data

The MiSACWIS project continues to work closely with the DTMB data warehouse, DCQI, and Children's Services program areas to assure progress continues related to data quality. The AFCARS Improvement Plan (AIP) was re-reviewed after a two year pause by the federal Children's Bureau due to their staffing changes and finalization of AFCARS 2.1. The state AFCARS team has completed all tasks associated with the AFCARS AIP as of October 2020. Children's Services Agency anticipates confirmation from the federal Department of Health and Human Services Administration for Children and Families (ACF) that the improvement plan activities are accepted and considered complete. All other general requirements and foster care elements have been rated as compliant.

Modernization of MiSACWIS

Due to the transition to a new Comprehensive Child Welfare Information System (CCWIS), only specific enhancements and fixes are being completed in MiSACWIS to comply with state and federal requirements, and/or to improve data quality. An increased focus on data quality supports federal regulations and is a best practice. A priority for the transition to CCWIS is data improvement prior to conversion into the new system. Recent modifications include adjustments to comply with the Family First Prevention Services Act (FFPSA) and Raise the Age legislation. Minor alterations have been made to support Michigan tribal governments seeking to enter a Memo of Understanding with the state to utilize MiSACWIS to use state and federal title IV-E funding for administration of their foster care and adoption programs.

MiSACWIS must be maintained throughout the process of incremental implementation of the new system. As modules are completed in the CCWIS, related MiSACWIS functionality will be "turned off" or adapted to properly support CCWIS functions while

Michigan Statewide Automated Child Welfare Information System (MiSACWIS) Status Report

also properly maintaining necessary functions in MiSACWIS. MiSACWIS enhancement requests are evaluated to determine if they are required to support mandates, data quality, or end users.

The design, development and implementation contract with Deloitte for the first module of CCWIS, Child Welfare Licensing module (CWLM), was finalized in February 2021. Onboarding of the vendor occurred immediately, and development of the module is underway. Current Child Welfare Licensing processes are managed between MiSACWIS, the Bureau Information Tracking System (BITS) owned by Licensing and Regulatory Affairs (LARA), and manual processes. The CWLM module will encompass all processes and streamline multiple functions.

Human Centered Design (HCD) is a key component in the CCWIS development approach. An HCD vendor, Civilla, began in May to support the work on the CWLM. They are actively engaged with stakeholders and end users, providing valuable feedback and insights to module design. HCD will be embedded throughout the transition to CCWIS.

The department is preparing a Request for Proposal (RFP) for the technical development of the remaining CCWIS modules. Planning is underway for business process reviews to occur prior to the technology development by our vendor. The business process reviews, incorporating lean process improvement, will enable business areas to assess their practices and procedures and make improvements/efficiencies prior to the translation of their work into the technical design of CCWIS. The business process review with HCD interactions will occur ahead of each module throughout the development of CCWIS. Completion of the CCWIS is anticipated in 2025.